

**PATENT**

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

Applicant:	Gregory B. Hale <i>et al.</i>	Examiner:	Fawaad Haider
Serial No.:	10/687,226	Group Art Unit:	3627
Filed:	October 15, 2003	Docket No.:	058085-010203
Customer No.:	46560	Confirmation No.:	8102
Title:	MANAGEMENT OF THE FLOW OF PERSONS IN RELATION TO CENTERS OF CROWD CONCENTRATION VIA TELEVISION CONTROL		

**CERTIFICATE OF TRANSMISSION**

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**APPELLANT'S BRIEF**

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Commissioner for Patents

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Sir:

This Brief is in furtherance of the Notice of Appeal in this case, timely filed on July 28, 2009. Appellant hereby appeals to the Board from the decision of the Primary Examiner in the Final Office Action mailed July 9, 2009, responsive to Appellant's amendment filed on March 31, 2009. Claims 19-34 and 53-68 are now on Appeal. This Brief is accompanied by authorization to charge the requisite fee set forth in 37 CFR §41.20(b)(2) in the amount of \$540.00 to Deposit Account 50-2638.

**I. REAL PARTY IN INTEREST**

The real party in interest in this appeal is The Walt Disney Company which wholly owns the assignee Disney Enterprises, Inc.

**II. RELATED APPEALS AND INTERFERENCES**

There are no appeals or interferences that will directly affect, or be directly affected by, or have a bearing on the Board's decision in this appeal.

**III. STATUS OF CLAIMS**

Claims on Appeal are claims 19-34 and 53-68, as amended in an Amendment filed on March 31, 2009. These claims are set forth in Appendix A of this Brief. Claims 1-18 and 35-52 had previously been canceled. It is the Examiner's position that these claims were twice rejected under 35 U.S.C. §103(a) in the Final Office Action mailed July 9, 2009. No claim amendments have been made since the issuance of the Final Office Action on July 9, 2009. Section VIII below recites the claims as currently entered/pending.

**IV. STATUS OF AMENDMENTS**

An Amendment was filed on March 31, 2009 in response to a Non-Final Office Action dated January 6, 2009. This amendment was entered by the Examiner as indicated in the Final Office Action dated July 9, 2009. No amendments have been made subsequent to the Final Office Action dated July 9, 2009. All amendments submitted during prosecution of this application have been entered.

**V. SUMMARY OF CLAIMED SUBJECT MATTER**

Appellant's independent Claim 19 calls for a method of managing the loading of patrons to an attraction having a predetermined attraction capacity in an entertainment environment. The patrons are permitted access to the attraction on at least two bases, the first being a first-in first-

out basis, and the second being a priority basis established by a prior allocation of a return time. The priority request from a patron for an allocation of a return time is entered on a television unit located at a resort facility and is received at a central computer that regulates the number of patrons allowed to enter the attraction. The resort facility is related to the entertainment environment and is located remotely from the entertainment environment. The method comprises receiving from a patron a priority request for an allocation of a return time, transmitting to the patron an allocated return time via the television unit, and filling the attraction to its predetermined attraction capacity with patrons on a first-in first-out basis, without reserving space for a patron having the allocated return time who is not present at the attraction during the allocated return time. If a patron having the allocated return time is present at the attraction during the allocated return time then the patron having the allocated return time is preferentially loaded.

Appellant's independent Claim 53 calls for a method of managing the loading of patrons to an attraction where the patrons are permitted access to the attraction on at least two bases, the first being a first-in first-out basis, and the second being a priority basis established by a prior allocation of a return time. The priority request from a patron for an allocation of a return time is entered on a television unit and is received at a central computer that regulates the number of patrons allowed to enter the attraction. The method comprises receiving from a patron a priority request for an allocation of a return time, transmitting to the patron an allocated return time via the television unit, and filling the attraction to its predetermined attraction capacity with patrons on a first-in first-out basis, without reserving space for a patron having the allocated return time who is not present at the attraction during the allocated return time. If a patron having the allocated return time is present at the attraction during the allocated return time then the patron having the allocated return time is preferentially loaded.

The following Table identifies each claim element and limitation, with the corresponding page and line number in Appellant's specification and drawing providing support thereof, as is required by 37 CFR §41.37(c)(1)(v).

Application No. 10/687,226	
Claim	Support in Specification
<b>Claim 19.</b> A method of managing the loading of patrons to an attraction having a predetermined attraction capacity in an entertainment environment wherein patrons are permitted access to the attraction on at least two bases, the first being a first-in first-out basis, and the second being a priority basis established by a prior allocation of a return time, comprising:	Figure 1, Figure 2  Paragraph [0009] page 1  Paragraph [0011] page 1
receiving from a patron a priority request for an allocation of a return time, the priority request being entered on a television unit located at a resort facility, the priority request being received at a central computer that regulates the number of patrons allowed to enter the attraction,	Figure 4, Figure 9  Paragraphs [0028] - [0030] page 2  Paragraphs [0131] - [0133] page 8
wherein the resort facility is related to the entertainment environment and is located remotely from the entertainment environment;	Figure 4  Paragraph [0031] page 2
transmitting to the patron an allocated return time via the television unit; and	Figure 9  Paragraph [0134] page 8
filling the attraction to its predetermined attraction capacity with patrons on a first-in first-out basis, without reserving space for a patron having the allocated return time who is not present at the attraction during the allocated return time,	Figure 1, Figure 2  Paragraph [0061] page 3, lines 1-3, lines 16-18  Paragraph [0065] page 4, lines 1-5

Application No. 10/687,226	
Claim	Support in Specification
and if a patron having the allocated return time is present at the attraction during the allocated return time then preferentially loading the patron having the allocated return time.	Figure 1, Figure 2 Paragraph [0061] page 3, lines 1-3, lines 16-18 Paragraph [0065] page 4, lines 1-5
<b>Claim 53:</b> A method of managing the loading of patrons to an attraction wherein patrons are permitted access to the attraction on at least two bases, the first being a first-in first-out basis, and the second being a priority basis established by a prior allocation of a return time, comprising:	Figure 1, Figure 2 Paragraph [0009] page 1 Paragraph [0011] page 1
receiving from a patron a priority request for an allocation of a return time, the priority request being entered on a television unit, the priority request being received at a central computer that regulates the number of patrons allowed to enter the attraction;	Figure 4, Figure 9 Paragraphs [0028] - [0030] page 2 Paragraphs [0131] - [0133] page 8
transmitting to the patron an allocated return time via the television unit; and	Figure 9 Paragraph [0134] page 8
filling the attraction to its predetermined attraction capacity with patrons on a first-in first-out basis, without reserving space for a patron having the allocated return time who is not present at the attraction during the allocated return time, and when a patron having the allocated return time is present at the attraction during the allocated return time then preferentially loading the patron having the allocated return time.	Figure 1, Figure 2 Paragraph [0061] page 3, lines 1-3, lines 16-18 Paragraph [0065] page 4, lines 1-5

**VI. GROUND OF REJECTION TO BE REVIEWED ON APPEAL**

Whether Claims 19-26, 30-34, 53-60 and 64-68 are unpatentable under 35 U.S.C. §103 over Mahoney (US 5,502,806) in view of Decker (6,167,443) and Waytena et al. (5,978,770).

Whether Claims 27-29 and 61-63 are unpatentable under 35 U.S.C. §103(a) over Mahoney (US 5,502,806) in view of Decker (6,167,443) and Waytena et al. (5,978,770) and further in view of Christie (5,502,806).

**VII. ARGUMENT**

REJECTION OF CLAIMS 19-26, 30-34, 53-60, and 64-68 UNDER 35 U.S.C. §103(a):

Independent Claims 19 and 53 as well as dependent Claims 20-26, 30-34 and 54-60 and 64-68 stand rejected as unpatentable over US Patent No. 5,502,806, hereinafter "Mahoney", in view of US Patent No. 6,167,443, hereinafter "Decker" and US Patent No. 5,978,770, hereinafter "Waytena".

**Mahoney teaches reserving space for patrons.**

In the Office Action, Item 2, the examiner states that Mahoney discloses Applicant's limitations of claim 19 and claim 53 specifically:

filling the attraction to its predetermined attraction capacity with patrons on a first-in first-out basis, and if a patron having the allocated return time is present at the attraction during the allocated return time then preferentially loading the patron having the allocated return time. loading the patron having an allocated return time to the attraction on or after the return time in preference to the patrons not having the allocated return time (the patron makes his desired selections col. 4 line 18, see col. 2, lines 44-47).

The Examiner omitted the following limitation present in both claim 19 and claim 53 when reciting the above limitations:

without reserving space for a patron having the allocated return time who is not present at the attraction during the allocated return time.

The claim 19 and claim 53 limitation in question actually reads:

filling the attraction to its predetermined attraction capacity with patrons on a first-in first-out basis, without reserving space for a patron having the allocated return time who is not present at the attraction during the allocated return time, and if a patron having the allocated return time is present at the attraction during the allocated return time then preferentially loading the patron having the allocated return time.

In paragraph 5 of Item 2 of the office action, the Examiner states:

Mahoney and Decker fail to disclose the following. Meanwhile, Waytena discloses without reserving space for a patron having the allocated return time who is not present at the attraction during the allocated return time (see Figures 3, 5B-5E). From the teaching of Waytena, it would have been obvious to one of ordinary skill in the art at the time of the invention to modify Mahoney's and Decker's inventions with Waytena's disclosure of not reserving space in order "for assigning and managing patron reservations at one or more of a plurality of attractions...(see Waytena Abstract).

Therefore, as is best understood from the above, the Examiner concedes that neither Mahoney nor Decker disclose the omitted limitation underlined above. In Mahoney, the slot window is reserved during the window:

If a card holder 82 arrives **after** his or her time slot window and access is denied, the waiting line management computer 16 **then releases that space or place to a non-card holding patron 72 located in the non-card line 70.**" (Col. 4, Lines 40-44)

If the patron doesn't show up during the window, then the space is THEREAFTER released to the non-card holding patrons. This produces a delay that is clearly NOT present in Applicant's method of filling the attraction and is clearly not present in Applicant's independent claim 19 and claim 53, which, as is quoted above, both require filling on the first-in first-out basis unless a patron having the allocated return time IS present during the return time and is therefore preferentially loaded WITHOUT reserving space for a patron having the allocated return time who is not present during the allocated return time." (emphasis added).

**Waytena, like Mahoney, teaches reserving space for patrons.**

The examiner asserts, in paragraph 5 of Item 2, that:

Waytena discloses without reserving space for a patron having the allocated return time who is not present at the attraction during the allocated return time (see Figures 3, 5B-5E). From the teaching of Waytena, it would have been obvious to one of ordinary skill in the art at the time of the invention to modify Mahoney's and Decker's inventions with Waytena's disclosure of not reserving space in order "for assigning and managing patron reservations at one or more of a plurality of attractions...(see Waytena Abstract).

Applicants respectfully traverse the examiner's assertion. In fact, it is respectfully submitted that Waytena teaches the exact opposite of what the Examiner asserts that it teaches. Waytena teaches a system and method for assigning and managing patron reservations to one or more of a plurality of attractions. Waytena Abstract. The reservations requests are received from patrons via personal communication devices. Col. 3, line 11-12. The reservation is confirmed by a central attraction computer. Col. 3, lines 17-23. Waytena teaches reserving space for a patron having the allocated return time who is not present at the attraction during the allocated return time, and does NOT teach NOT RESERVING space for a patron. For example, Waytena states:

When a patron arrives at the attraction in fulfillment of a reservation, a sensor detects patron's arrival. The patron and his or her group preferably enter by way of a separate entry dedicated for users of system 100. Similarly, **if a reserved time passes and the patron does not show up within a predetermined or flexible grace period, attraction computer 101 enters state 609.** (Col. 21, Lines 42-45 and 56-58). (Emphasis added.)

State 609 clearly removes the reservation from the queue. The above excerpt demonstrates that Waytena teaches, like Mahoney, that space IS RESERVED for a patron having the allocated return time who is not present at the attraction **during** the allocated return time, because, if the patron confirms a reservation and then decides not to show up, a predetermined or flexible grace period is given. Therefore, the space allocated to the patron is **not** given up until after the grace period has ended. This is very similar to Mahoney where the slot window is



reserved during the window and if the patron doesn't show up during the window, then the space is THEREAFTER released to the non-card holding patrons.

**Decker does not cure the deficiencies of Mahoney and Waytena.**

Decker teaches a video delivery system. Decker is cited as teaching ordering from a television at a resort facility located remote from an entertainment environment (restaurant). Decker does not teach or suggest a non-reservation priority access scheme as in Applicants' claims. It is not related to management of patron processing/entry into an attraction. Thus Decker does not make up for the deficiencies of Mahoney and Waytena identified above. For the above reasons it is respectfully submitted that the examiner has failed to establish a prima facie case of obviousness.

**Applicants' claims 19 and 53 are nonobvious over the cited references.**

It is precisely because of Applicants' claim language, that Mahoney cannot render Applicants' claim 19, claim 53 and the depending claims therefrom obvious even with the addition of Decker and Waytena. Mahoney does NOT operate its attraction at capacity since during the reserved time spaces are not made available to non-card holding guests until the reserved time expires. (Col. 4, lines 40-44).

The Mahoney queue method is non-optimal in many practical attraction queue scenarios because non-card holding guests must wait until the end of the reserved time period even when a space on the attraction is open. Moreover, once the reserved time expires the ride operator must rush the non-card holder(s) to the open seat(s) at the very last minute, delaying the start of the ride.

The invention of claim 19 and claim 53 overcomes these deficiencies by making the capacity available to the FIFO queue (akin to a non-card holder in Mahoney) **without** regard to the return time window. The guest holding a return time will be loaded preferentially, but only if that guest arrives at the attraction within the return time. There is no reserving space for a patron that has a return time but is not present during the allotted return time. In this manner, the

FIFO guest is not delayed unnecessarily, every seat can be used as soon as it is available, rushed loading is avoided, and the attraction can be started without unnecessary delay. For these reasons claims 19, 53, and the claims depending therefrom, including claims 20-26, 30-34, 54-60, and 64-68 patentably distinguish over the references and are fully allowable. The rejection is without merit and should be withdrawn.

#### REJECTION OF CLAIMS 27-29 and 61-63 UNDER 35 USC §103(a)

Dependent Claims 27-29 and 61-63 have been rejected under 35 U.S.C. 103(a) as being unpatentable over Mahoney (US 5,502,806) in view of Decker (6,167,443) and Waytena et al. (5,978,770) and further in view of Christie (6,154,818).

#### **Christie is non-analogous art**

The examiner asserts that Mahoney, Decker and Waytena et al. fail to teach a prioritization of access. O. A. Item 3. The examiner further states that “Christie teaches that access to a given asset can be controlled by a given privilege level assigned to different user groups.” This characterization has been maintained by the examiner and his predecessor since July 2005. However, the examiner fails to recognize that Christie deals with model specific registers in a microprocessor architecture. Christie’s disclosure has nothing to do with and is not in any way analogous to management of patrons of an attraction in an entertainment environment. Christie is purely related to microprocessor architecture and attributes associated with model specific registers and as such is non-analogous art.

#### **The examiner cites no motivation for combining Christie with the other references.**

The Supreme Court stated, in *KSR Int’l CO. v. Teleflex Inc.*, 550 U.S. 398, 127 S. Ct. 1727 (2007) that it will be necessary to “determine whether there was an apparent reason to combine the known elements in the fashion claimed by the patent at issue.” Id. at 1740-41. The Court noted that “[t]o facilitate review, this analysis should be made explicit.: Id. at 1741 (citing *In re Kahn*, 441 F.3d 977,988 (Fed. Cir. 2006) (“[R]ejections on obviousness grounds cannot be

sustained by mere conclusory statements; instead, there must be some articulated reasoning with some rational underpinning to support the legal conclusion of obviousness”)). This means that the examiner must show some motivation to combine the references.

Contrary to the requirements laid down by the Supreme Court in KSR, here, the examiner has picked an unrelated microprocessor architecture patent that discloses a scheme for handling processing registers performing data operations within the microprocessor itself. It has no relationship whatsoever with the handling of patron loading at an attraction in an entertainment environment. The examiner shows no basis or motivation for one to combine this processor architecture reference with Mahoney, Decker, and Waytena. He simply makes the conclusory statement that the reference teaches “access to a given asset can be controlled by a given privilege level assigned to different user groups.” O. A. item 3, page 5, and thus “it would be obvious to modify the proposed combination to include tiered access feature of Christie because the motivation for this would be to reward those who use the system most with the greatest access.”

Furthermore, claims 27 and 61 do not recite generation of a privilege level, or generation of a hierarchy, as asserted by the examiner in his rejection, as is recited in claims 28, 29 and 62, and 63. Therefore the examiner has failed to set forth a prima facie obviousness rejection of claims 27 and 61. This rejection is without merit and should be withdrawn.

As to dependent claims 28, 29, and 62 and 63, the examiner has shown no motivational basis for one dealing with the problem of efficient loading of patrons at an attraction to look to the teachings of a non-analogous art, computer processor architecture design. There simply is no basis for combining Christie with Mahoney, Waytena and Decker as the examiner has done in this rejection.

Finally, Christie does not make up for any of the reservation deficiencies detailed above with regard to Mahoney, Waytena and Decker. Therefore the rejection of claims 27-29, and 61-63 is without foundation. These dependent claims are also allowable and the rejection of these dependent claims should be withdrawn.

**VIII. CLAIMS APPENDIX**

A complete listing of the claims involved in this appeal is attached hereto as Appendix A.

**IX. EVIDENCE APPENDIX**

None.

**X. RELATED PROCEEDINGS APPENDIX**

Appellant states that there are no relevant related proceedings and therefore no Related Proceeding Appendix is hereby attached.

**XI. CONCLUSION**

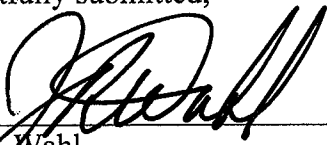
The Examiner has misconstrued the teachings of both Mahoney and Waytena. Both references teach reservation systems in which space is held back during a scheduled patron return time and has therefore failed to show in the cited prior art where one may find support for rejections of the pending claims on Appeal. The examiner has failed to establish a valid obviousness rejection under 35 USC §103(a) as to any of Appellant's pending Claims 19-34 and 53-68. The rejections are without merit, should be withdrawn, and the pending claims allowed.

Furthermore, the claimed invention clearly constitutes "Progress in the Useful Arts" to use the Constitutional Phrase (Art. 1, Sec. 8, Clause 8), and eminently deserves patent protection.

The allowance of all claims on Appeal is therefore respectfully solicited.

Date: September 25, 2009

Respectfully submitted,

  
\_\_\_\_\_  
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Serial No. 10/687,226

PATENT  
Docket No. 058085-010203

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**Included attachments:**

Claims Appendix: Claims on Appeal  
Evidence Appendix: None

LA 128,399,411v3 9-25-09

## APPELLANT'S BRIEF

## APPENDIX A

**Claim 19.** A method of managing the loading of patrons to an attraction having a predetermined attraction capacity in an entertainment environment wherein patrons are permitted access to the attraction on at least two bases, the first being a first-in first-out basis, and the second being a priority basis established by a prior allocation of a return time, comprising:

receiving from a patron a priority request for an allocation of a return time, the priority request being entered on a television unit located at a resort facility, the priority request being received at a central computer that regulates the number of patrons allowed to enter the attraction, wherein the resort facility is related to the entertainment environment and is located remotely from the entertainment environment;

transmitting to the patron an allocated return time via the television unit; and  
filling the attraction to its predetermined attraction capacity with patrons on a first-in first-out basis, without reserving space for a patron having the allocated return time who is not present at the attraction during the allocated return time, and if a patron having the allocated return time is present at the attraction during the allocated return time then preferentially loading the patron having the allocated return time.

**Claim 20:** The method of claim 19, further comprising receiving multiple priority requests from the patron, the multiple requests being for different attractions in the environment.

**Claim 21:** The method of claim 19, wherein a first selection of patrons is permitted to make multiple priority requests, the multiple priority requests being for patrons from a second selection of patrons.

**Claim 22:** The method of claim 19, wherein the television unit is located in a room of the patron, the room of the patron being associated with the entertainment environment.

**Claim 23:** The method of claim 22, further comprising receiving multiple priority requests from the patron, the multiple requests being for different attractions in the environment.

**Claim 24:** The method of claim 22, wherein a first selection of patrons is permitted to make multiple priority requests, the multiple priority requests being for patrons from a second selection of patrons.

**Claim 25:** The method of claim 19, wherein the television unit is located at a common area of a resort facility.

**Claim 26:** The method of claim 25, further comprising receiving multiple priority requests from the patron, the multiple requests being for different attractions in the environment.

**Claim 27:** The method of claim 25, wherein a first selection of patrons is permitted to make multiple priority requests, the multiple priority requests being for patrons from a second selection of patrons.

**Claim 28:** The method of claim 19, wherein a hierarchy of patrons is generated based on patrons remotely located from the environment when making a priority request, and patrons located at the entertainment environment when making the priority request.

**Claim 29:** The method of claim 19, wherein a hierarchy of patrons is generated based on patrons remotely located from the environment when making a priority request, patrons residing in a facility associated with the entertainment environment, and patron located at the entertainment environment when making the priority request.

**Claim 30:** The method of claim 19, wherein the return time is redeemed through an automatic procedure, wherein the automatic procedure includes any one of a reading of a radio frequency identification allocated to the patron, a reading of a magnetic code allocated to the patron, or a reading of a barcode allocated to the patron.

**Claim 31:** The method of claim 19, wherein the return time is redeemed at a time of entry into the entertainment environment or at the time of entry into the attraction in the entertainment environment.

**Claim 32:** The method of claim 19, wherein said allocated return time may or may not be redeemed by said patron, and further comprising the steps of determining the number of unredeemed return times to the number of allocated times, and feeding back redemptions of return times such that near real time updates of return time availability may be computed.

**Claim 33:** The method of claim 19, further comprising the steps of permitting at least one exchange or return of the return time to the patron having the return time, and updating the computation of the number of patrons allowed to enter the attraction based on the at least one exchange or return of the return time.

**Claim 34:** The method of claim 19, further comprising the steps of factoring unredeemed return times into a computation of the number of patrons allowed to enter the attraction.

**Claims 35 - 52 (canceled)**

**Claim 53:** A method of managing the loading of patrons to an attraction wherein patrons are permitted access to the attraction on at least two bases, the first being a first-in first-out basis, and the second being a priority basis established by a prior allocation of a return time, comprising:

receiving from a patron a priority request for an allocation of a return time, the priority request being entered on a television unit, the priority request being received at a central computer that regulates the number of patrons allowed to enter the attraction;  
transmitting to the patron an allocated return time via the television unit; and

filling the attraction to its predetermined attraction capacity with patrons on a first-in first-out basis, without reserving space for a patron having the allocated return time who is not present at the attraction during the allocated return time, and when a patron having the allocated return time is present at the attraction during the allocated return time then preferentially loading the patron having the allocated return time.

**Claim 54:** The method of claim 53, further comprising receiving multiple priority requests from the patron, the multiple requests being for different attractions in the environment.



**Claim 55:** The method of claim 53, wherein a first selection of patrons is permitted to make multiple priority requests, the multiple priority requests being for patrons from a second selection of patrons.

**Claim 56:** The method of claim 53, wherein the television unit is located in a room of the patron, the room of the patron being associated with the entertainment environment.

**Claim 57:** The method of claim 56, further comprising receiving multiple priority requests from the patron, the multiple requests being for different attractions in the environment.

**Claim 58:** The method of claim 56, wherein a first selection of patrons is permitted to make multiple priority requests, the multiple priority requests being for patrons from a second selection of patrons.

**Claim 59:** The method of claim 53, wherein the television unit is located at a common area of a resort facility.

**Claim 60:** The method of claim 59, further comprising receiving multiple priority requests from the patron, the multiple requests being for different attractions in the environment.

**Claim 61:** The method of claim 59, wherein a first selection of patrons is permitted to make multiple priority requests, the multiple priority requests being for patrons from a second selection of patrons.

**Claim 62:** The method of claim 53, wherein a hierarchy of patrons is generated based on patrons remotely located from the environment when making a priority request, and patrons located at the entertainment environment when making the priority request.

**Claim 63:** The method of claim 53, wherein a hierarchy of patrons is generated based on patrons remotely located from the environment when making a priority request, patrons residing in a facility associated with the entertainment environment, and patron located at the entertainment environment when making the priority request.

**Claim 64:** The method of claim 53, wherein the allocated return time is redeemed through an automatic procedure, wherein the automatic procedure includes any one of a reading of a radio frequency identification allocated to the patron, a reading of a magnetic code allocated to the patron, or a reading of a barcode allocated to the patron.

**Claim 65:** The method of claim 53, wherein the allocated return time is redeemed at a time of entry into the entertainment environment or at the time of entry into the attraction in the entertainment environment.

**Claim 66:** The method of claim 53, wherein said allocated return time may or may not be redeemed by said patron, and further comprising the steps of determining the number of unredeemed return times to the number of allocated times, and feeding back redemptions of return times such that near real time updates of return time availability may be computed.

**Claim 67:** The method of claim 53, further comprising the steps of permitting at least one exchange or return of the return time to the patron having the return time, and updating the computation of the number of patrons allowed to enter the attraction based on the at least one exchange or return of the return time.

**Claim 68:** The method of claim 53, further comprising the steps of factoring unredeemed return times into a computation of the number of patrons allowed to enter the attraction.